

# Area/Service Unit Strategic Planning Meeting

Bemidji Area Indian Health Service

# Recruitment & Retention

Chairperson

John McArthur

# Recruitment & Retention

Goal

Status

---

1. Make Recruiter  
Permanent

# Recruitment & Retention

Goal

Status

---

2. Designate one contact  
person in each  
discipline

# Recruitment & Retention

Goal

Status

---

3. Emphasize health profession opportunities early in the community, area-wide and local level

# Recruitment & Retention

Goal

Status

---

4. Streamline hiring  
process

# Recruitment & Retention

Goal

Status

---

5. Living quarters for  
professionals

# Recruitment & Retention

Goal

Status

---

## 6. Residency Program



# Recruitment & Retention

Goal

Status

---

7. Expand Sr.. COSTEP  
Program

# Recruitment & Retention

Goal

Status

---

8. Retention issue

# Recruitment & Retention

Goal

Status

---

## 9. Loan Repayment Program

# Revenue Generation

Chairperson  
Teresa Chasteen

# Revenue Generation

Goal

Status

---

1. Back billing for  
Medicaid

**Red Lake - Working on**

**Cass Lake - Pepion Group**

**White Earth - Working on**

# Revenue Generation

## Goal

## Status

---

2. Decrease aged claims

- **Red Lake - Pepion Group**
- **Cass Lake - Pepion Group & Restructuring Department**
- **White Earth - Working on**

# Revenue Generation

Goal

Status

---

3. Implementation of  
APCs

**Will effect Red Lake and  
Cass Lake for MnCare  
and GMAC**

# Revenue Generation

Goal

Status

---

4. Inform patient and staff of eligibility and alternate resource requirements

Brochure at printer, CHS video and Medicare video, Open Houses, articles in newspapers



# Revenue Generation

Goal

Status

---

5. Certification for  
medical record and  
business office staff

White Earth & Cass  
Lake completed  
Medical Terminology  
classes

Cass Lake working on  
starting Anatomy and  
Physiology class

# Revenue Generation

Goal

Status

---

6. Involvement of  
Contract Health  
Services from all three  
Service Units

CHS involved in  
meetings, waiting for  
CHS supervisor from  
Cass Lake SU

# Revenue Generation

Goal

Status

---

7. Computer support  
(HL7 link)

HL7 link for Viking,  
Omnicell, Veriquest  
and RPMS packages

# Revenue Generation

## Goal

## Status

---

8. Computer support -  
for issues with  
computer problems  
with billing

Per SUD's recom-  
mendations, add MIS  
to our workgroup and  
to Area MIS  
workgroup

Electronic claims sub-  
mission

# Communication

Chairperson

Dave Bellware

# Communication

## Goal

## Status

---

1. Evaluate current status  
of communication  
within the Area

Initial communication  
survey completed Dec  
99'. Follow-up survey  
tentatively planned for  
February 2001

# Communication

## Goal

## Status

2. Enhance access to and use of computers

3. Enhance access to and use of phones and voice mail

4. Enhance general dissemination of info at all levels

Improvements have been made at Service Unit and BAO-specifics at SU will be outlined in report

# Communication

## Goal

## Status

---

5. Develop annual training and events calendar

Training and Events Calendar has been established/improved. To date there is very little use of this Calendar, access is



# Communication

## Status (Cont'd)

---

awkward/difficult..... An  
impromptu pole  
revealed that very few  
people seem to be  
aware of the calendar  
or how to access it.

Need to improve  
commitment to  
training schedule with  
a recommended two  
month notice for  
changes

# Staffing

Chairperson

Kathy Goodwin

# Staffing

## Goals

## Status

---

1. To correct deficiencies in the staffing process

Deficiencies Staffing Process: (A)  
Personnel Staffing Assessment Survey completed-Results to Area Ex Off/SUDs for action;

# Staffing

Status

Status

---

(B) Supervisor's Cookbook/Handbook containing "How To" instructions read for assembly and completion by 12/15/00.

(C) Contacted Classification Branch (AAO) to assist in coordination of in-service for all supervisors.

# Staffing

## Goals

## Status

---

2. Assure adequate staff to carryout the mission of the Area and Service Units

Staffing Plan - Managing staffing needs in future: Waiting for the result of Facilities Master Plan - To be completed by Jan 2001 all SUs. Will

# Staffing

## Status (cont'd)

---

review results to  
determine if it satisfies  
our needs? (Will set  
framework as a  
management tool but  
will not do a flow  
analysis.

# Space/Facility Needs

Chairperson  
Victor Mosser

# Space/Facility Needs

## Goals

## Status

---

1. Add space for urgent care and identify space needs

Urgent Care was added to all three Service Units



# Space/Facility Needs

## Goals

## Status

---

2. Evaluate current space usage and identify new space needs (Complete White Earth in next couple of weeks)

Area Master Plan will identify space needs for each facility. Cass Lake just completed a Master Plan.

# Space/Facility Needs

## Goals

## Status

---

3. Maximize use of floor space and identify space needs

Service Units are having upper management committees look at space needs and utilization as an ongoing issue

# Space/Facility Needs

## Goals

## Status

---

4. Identify alternative funding for space and maximize utilization of space in new designs

Both the Red Lake and Cass Lake Hospitals are looking to add additional space to the facilities. Red Lake will fund through

# Staffing/Facility Needs

## Status (Cont'd)

---

M&M and Cass Lake  
will work with the  
Tribe to identify  
possible funding.

# Space/Facility Needs

## Goals

## Status

---

5. Limit amount of backlog storage on-site

The Service Units have been directed to prioritize the use of space and reduce storage in prime space areas.